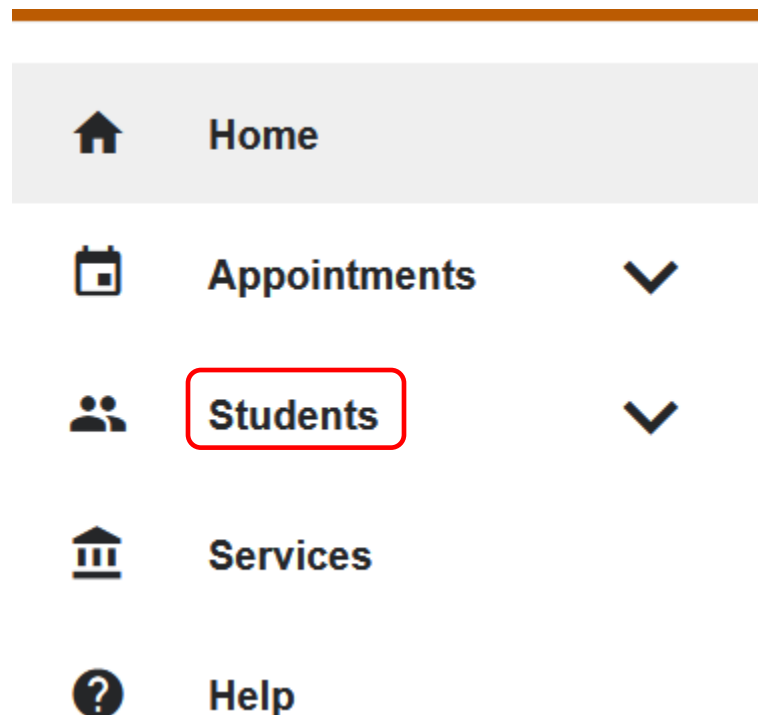


# Bengal Success Portal [BSP] – Tracking Guide

TYPES OF COMMUNICATION – Flags, To-Do's, Referrals, and Kudos

## How to manually raise Flags, To-Do's, Referrals, and Kudos

1. Click the three lines next to **Bengal Success Portal** (Upper left corner) and select **Students**.



2. Select the appropriate **Connection** (Your role/relationship) with your student with whom you are trying to raise a tracking item for. In addition to your Instructor role, some users may have multiple roles in BSP connecting them to other students. For example, Major Advisor role.
- A. Your **Instructor** role will connect you to all your students in all your courses you are teaching for the current term.
  - B. Selecting your specific CRN connection will connect you to all your students registered for that specific CRN.

**Bengal Success Portal**

MY STUDENTS

TRACKING

ATTENDANCE

Flag

Referral

To-Do

Kudos

Success Plan

Message

Note

Download

Search

Go

☐

Name ▲

☐

Student Last Name, First name

Banner ID

☐

Student Last Name, First name

Banner ID

☐

Student Last Name, First name

Banner ID

Selected: 0

Connection

202410-MUS220-1476

▼

Department Chair

Graduate Adviser

Instructor

Major Adviser

24SP MUSIC MARKETING 3777

202410-HON495-3777

24SP PRACTICUM IN ELEMENTARY TEACHING FOR EX ED & MIDDLE SCHOOL EX STUDENTS 2062

202410-EDU404-2062

24SP STUDENT TEACHING SEMINAR 1166

202410-MUS460-1166

24SP TECHNOLOGY APPLICATIONS FOR MUSIC EDUCATION 1476

202410-MUS220-1476

A

B

3. You can now view your students in the selected course section.
4. Select the student you are raising the Tracking Item for and then select the appropriate tracking item (Flag, Referral, To-Do, Kudo). You can raise tracking items for multiple students at once as long as your **comment** is the same for all students.

The screenshot shows the 'Bengal Success Portal' header with a search bar. Below the header, there are four tabs: 'MY STUDENTS' (highlighted), 'TRACKING', 'ATTENDANCE', and 'PROGRESS SURVEYS (2)'. Under the 'MY STUDENTS' tab, there are buttons for 'Flag', 'Referral', 'To-Do', and 'Kudos', which are grouped together in a red box. To the right of these buttons are 'Success Plan', 'Message', 'Note', and 'Download' buttons. Below the buttons is a search bar with the placeholder text 'Student Name, Username, or ID' and a 'Go' button. To the right of the search bar is a 'Connection' dropdown menu showing '202410-MUS220-1476' and a 'Term' dropdown menu showing 'Active'. To the right of the term dropdown is an 'Additional Filters' button. Below the search bar is a table with columns: 'Name', 'Success Score', 'Email', 'Phone', and 'Cell Phone'. The first row of the table has a checkbox with a blue checkmark, and the text 'Student Last Name, First name' and 'Banner ID' is displayed in a box next to it.

5. In the example below, select the appropriate flag.

The screenshot shows a 'Raise Flag for' dialog box. At the top, there is a header bar with a star icon and a close button. Below the header bar, there is a 'Raise Flag for' label and a text input field. To the right of the input field are two buttons: 'Never Mind' and 'Save'. Below the input field, there is a list of flags to select from. The first flag is 'Attendance Concern', which is highlighted with a red box. The other flags are 'Engagement Concern', 'Enrollment Verification Request', 'General Concern', and 'In Danger of Failing'. Each flag has a description. To the left of the list, there is a sidebar with the following sections: 'Flag' (with a red star icon), 'Course Context', and 'Comment'. At the bottom of the sidebar, there is a 'Permissions: A tracking' section with a lock icon. At the very bottom of the sidebar, there is a 'Required fields' section with a red star icon.

6. If selecting a flag, specific to a course, please select the appropriate course for which the flag is being raised for.

Raise Flag for Galarza-Arzola, Cesar

Never Mind

Save

\* Flag

Attendance Concern

Course Context

No Course

Comment



No Course  
24SP ACCOMPANIST COACHING SESSION 1380 (202410-MUS110-1380)  
24SP APPLIED PIANO 1319 (202410-MUS173-1319)  
24SP APPLIED VOICE 1253 (202410-MUS171-1253)  
24SP ARGUMENTATION AND RESEARCH 1637 (202410-CWP102-1637)  
24SP AURAL PERCEPTION II 3516 (202410-MUS219-3516)  
24SP BUFFALO STATE CHORALE 3342 (202410-MUS335-3342)  
24SP INTR CTEMP MATH 1786 (202410-MAT103-1786)  
24SP MUSIC THEORY II 1540 (202410-MUS231-1540)  
24SP SCHOOL AND SOCIETY 1456 (202410-SPF203-1456)  
**24SP TECHNOLOGY APPLICATIONS FOR MUSIC EDUCATION 1476 (202410-MUS220-1476)**  
24SP WOODWIND TECHNIQUES 1553 (202410-MUS116-1553)

Student View: The stu

Permissions: People w

relationship with the stu

7. Students may find it helpful to know any additional details as to why the flag (or any tracking item) is being raised. Feel free to leave a comment and hit **Save**. Comments are viewable to the student on their **Dashboard** under their **Notifications**. Once the specific tracking item is resolved and cleared, the tracking item and comment are removed from the students **Notifications** section of their Dashboard.



**Raise Flag for Galarza-Arzola, Cesar**

Never MindSave

\* Flag

Attendance Concern

Course Context

PLICATIONS FOR MUSIC EDUCATION 1476 (202410-MUS220-1476)

Comment

Add comments indicating why the Flag item is being created.

## Important message about raising flags

A flag is a **Starfish [Bengal Success Portal, BSP]** notification designed to raise an **alert that a student is not meeting expectations in some way**. Flags can be raised by instructors for many academic reasons. Flags should be raised **after** a faculty member has attempted to reach out to their student(s) AND are requesting additional support(s). If your communication attempt (for example: phone call, email, meeting with a student before or after class) is unsuccessful, then a flag should be raised so that an additional outreach attempt can be made by other support staff in the student's success network.

When a flag is raised, after an unsuccessful attempt of resolving the issue or concern by a faculty member, Advisors and Success Navigators (**previously called Completion Coaches**) treat flags as an acknowledgement that additional outreach and/or support is needed.

Advisors and Success Navigators clear flags only after outreach to the student is attempted. This might include a phone call, email or text message explaining the issue, the potential impact, resources available, and solicitation to connect with their faculty member, Academic Advisor, or Success Navigator. This outreach is viewable as a note or message in your BSP under the student's folder.

**After the note is sent to your student's email, you can view the note to see if and when your student has read the note. Click on Notes in your student folder.**

The screenshot shows the BSP interface for a student's folder. A yellow banner at the top right states "This is the view of the student's folder." The interface includes a top navigation bar with icons for Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, and Appointment. A left sidebar contains a menu with Overview, Info, Success Plans, Courses, Tracking, Meetings, Notes, and Network. The main content area is divided into "Student Information" (with fields for Class Level, Major, School, Spring Advisement PIN, and Registration) and "Active Flags" (with a note to "Please contact Financial Aid"). A red dashed arrow points from the "Notes" link in the left sidebar to the "Note" icon in the top navigation bar. A yellow callout box at the bottom left contains the text: "A. Click on Notes in your student folder." The right sidebar contains an "Upload Picture" section and a "Banner ID" section with fields for Email, Phone #, and Cell Phone. A FERPA notice is visible at the bottom left.

Student First Name Last Name

This is the view of the student's folder.

Flag Referral To-Do Kudos Success Plan Message Note Appointment

Overview

Info

Success Plans

Courses

Tracking

Meetings

Notes

Network

Student Information

Class Level: FR

Major: CRJW

School: SP

Spring Advisement PIN 641385

Registered for Fall term 202130

Please contact Financial Aid

Active Flags

Active Flags for courses in the active term

Upload Picture

Banner ID

Email

Phone #

Cell Phone

A. Click on Notes in your student folder.

FERPA standards protect student data.

**B.** You will now be able to view **all** your student notes and messages in your **student's** file.

The screenshot shows a software interface for managing student files. On the left is a sidebar with navigation links: Overview, Info, Success Plans, Courses, Tracking, Meetings, Notes (highlighted), and Network. The main area displays a list of notes and messages. At the top, there are filters for 'Created In Term' (Active), 'Written By' (Anyone), and 'Note Type' (Any). Below these are columns for 'Type', 'Subject', 'Written By', and 'Date'. The notes list includes entries like 'Appointment with Jordan Ohene on 10/22/2021 for First-year advising', 'Weekly Highlight Connection', 'It's Week 8!', and 'Some Important Dates: Fall 2021 Term'. A green box labeled 'B' is placed next to the 'Weekly Highlight Connection' note. Below the notes list is an 'Email Message' section with a date of 10/18/2021 and a body of text. A green box labeled 'C' is placed next to the 'Email Message' section. At the bottom right, a red-bordered box contains 'Sent' and 'Read' timestamps: '10-18-2021 at 1:20 pm' and '10-18-2021 at 2:00 pm'. A green box labeled 'D' is placed next to this red-bordered box.

**C.** You will now be able to view **all** the student notes in your **student's** file. Click on the **plus (+)** to view full details of note (s).

**D.** You can view the **Date & Time** when note was **sent** to your student **AND** the **Date & time** when your student **read** the note (s).

The flag is **cleared** and marked as **reached out to the student**. Just because a flag is cleared in BSP does not mean that the situation with your student has been *resolved*. It simply means that, an outreach attempt has been made. Based on the high volume of flags that may be received, from a tracking perspective, it is difficult to keep flags active for a long period of time. Many times, multiple flags may be received for one student, and it is important to be able to manage and keep track of these flags as they come in. Therefore, it is critical that we clear them as soon as we can by initiating contact and documenting this communication in the student's notes section of BSP.

**Types of Flags:** Attendance, General Concern, In Danger of Failing, Missing/Late Two or More Assignments, Never Attended, and Financial Aid.

- **1. Attendance Concern** - This flag should be raised when a student misses **three** class sessions (it can be consecutively or over a period of weeks). The student will receive an email message.
  - **Who can raise the Attendance flag?** Faculty.
  - **Who clears the Attendance flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Instructor who is teaching the course.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Faculty are expected to reach out to the student to make arrangements to complete missed assignments or discuss how attendance can impact grade. Reach out to student, add notes in Bengal Success Portal, clear the flag.
- **2. General Concern** - This flag should **not** be raised in combination with other flags. Raise this flag when no other flags satisfy your specific concern. **Comments are required** and are viewable to the student on their Dashboard under their Notifications. Once the specific tracking item is resolved and cleared, the tracking item and comment are removed from the students Notifications section of their Dashboard. The student will receive an email message.
  - **Who can raise the General Concern flag?** Faculty.
  - **Who clears the General Concern flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Instructor who is teaching the course.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.
- **3. In Danger of Failing** - Raise this flag when a student is in danger of failing a course after having a conversation to notify the student. (It is important for the student to hear this from the instructor and have a conversation before a support staff reaches out). An email will be sent to advisors. The student will receive an email message.
  - **Who can raise the In Danger of Failing flag?** Faculty.
  - **Who clears the In Danger of Failing flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Instructor who is teaching the course, TA's.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.



- **4. Missing/Late Two or More Assignments** - Raise this flag when a student is missing or late with two or more assignments or one major assignment. The student will receive an email message.
  - **Who can raise the Missing/Late assignments flag?** Faculty.
  - **Who clears the Missing/Late assignments flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Instructor who is teaching the course, TA's.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.
  
- **5. Never Attended** - Raise this flag to indicate that a student has never attended your class. The student will receive an email message.
  - **Who can raise the Never Attended flag?** Faculty.
  - **Who clears the Never Attended flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Coordinator - Special Programs, Graduate, Advisor, Financial Aid, Dorm RD.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.
  
- **6. Financial Aid** - This flag is raised automatically over a period of time based on a student having outstanding financial aid responsibilities.
  - **Who can raise the Financial Aid flag?** Automatic.
  - **Who clears the Financial Aid flag?** Automatic.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators), Faculty Advisor, Financial Aid, Student, Information Technology.
  
- **7. Pass-fail Option or Course Withdrawal Option** - Raise this flag when a student may benefit from taking a course pass-fail or withdrawing from a course. **Comments are required** and are viewable to the student on their Dashboard under their Notifications. It is also recommended that the flag raiser specify a due date for the student to take action on the flag. For example, enter the Pass-fail Option or Course Withdrawal Option deadline date. Once the specific tracking item is resolved and cleared, the tracking item and comment are removed from the students Notifications section of their Dashboard. The student will receive an email message.
  - **Who can raise the Pass-fail Option or Course Withdrawal Option flag?** Instructor.
  - **Who clears the Pass-fail Option or Course Withdrawal Option flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators), and Faculty Advisor.

**Important Note on Flag Types:** In an effort to reduce redundancy and to increase efficiency, the Bengal Success Portal [BSP] Team asks that you please not create [or raise] multiple flag types for a student with the same concern. For instance, if you raise the **Missing/Late Two or More Assignments flag** with a detailed comment of the situation, it is not necessary to also raise the **General Concern flag** with the exact same comment. Raising multiple flag types with the same concern and comment may lead to confusion for the student and those who are a part of the student's Success Network.

## To-do flags

- **1. Confirm financial aid eligibility status with the Financial Aid Office** - Secure sufficient funds to pay for all semester charges and course materials prior to the end of the drop/add period.
- **Who can raise the Confirm Financial Aid Eligibility Status with the Financial Aid Office flag?** Faculty/Professional Staff.
  - **Who clears the Confirm Financial Aid Eligibility Status with the Financial Aid Office flag?** To-do's show up as a task to be completed and do not need to be cleared.  
**Who receives notification? (not all flags have an email sent when raised)** Depending on the to-do the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Whoever raises this flag should do follow-up, add notes in Bengal Success Portal, and clear.
- **2. Set up your Bengal Success Portal Profile and enter phone number into BSP** - Set up your Bengal Success Portal Profile and enter phone number into BSP.
- **Who can raise the Set up Your Bengal Success Portal Profile and Enter Phone Number into BSP flag?** Faculty/Professional Staff.
  - **Who clears the Set up Your Bengal Success Portal Profile and Enter Phone Number into BSP flag?** To-do's show up as a task to be completed and do not need to be cleared.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the to-do the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Whoever raises this flag should do follow-up, add notes in Bengal Success Portal, and clear.

## Referrals

- **1. Career Development Center-Referral** - Use this to refer a student to the Career Development Center.
- **Who can raise the Career Development Center-Referral?** Faculty/Professional Staff.
  - **Who clears the Career Development Center-Referral?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.

- **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.
- **2. Financial Aid-Referral** - Use this to refer a student to the Financial Aid Office.
- **Who can raise the Financial Aid-Referral?** Faculty/Professional Staff.
  - **Who clears the Financial Aid-Referral?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.
- **3. Residence Hall-Referral** - Use this to refer a student to the Residence Life Office.
- **Who can raise the Residence Hall-Referral?** Faculty/Professional Staff.
  - **Who clears the Residence-Referral?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.
- **4. Tutoring Referral (Subject Specific)** - Use this to refer students to Subject Specific Tutoring (other than Math and Writing).
- **Who can raise the Tutoring Referral (Subject Specific)?** Faculty/Professional Staff.
  - **Who clears the Tutoring Referral (Subject Specific)?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.
- **5. Tutoring-Math** - Use this to refer students to the Math Center.
- **Who can raise the Tutoring-Math Referral?** Faculty/Professional Staff.
  - **Who clears the Tutoring-Math Referral?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.
- **6. Tutoring-Writing Center** - Use this to refer students to the Writing Center.
- **Who can raise the Tutoring-Writing Referral?** Faculty/Professional Staff.
  - **Who clears the Tutoring-Writing Referral?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

## Kudos

- **1. Good work transitioning to remote learning!** - Good Work Transitioning to Remote Learning!
  - **Who can raise the Good Work Transitioning to Remote Learning kudo?** Faculty.
  - **Who clears the Good Work Transitioning to Remote Learning kudo?** Kudos show up as stars and they do not need to be cleared.
  - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
  - **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.
- **2. Great Effort - Showing Improvement** - Instructors raise this kudo when a student has shown improvement in a course.
  - **Who can raise the Great Effort - Showing Improvement kudo?** Faculty.
  - **Who clears the Great Effort - Showing Improvement kudo?** Kudos show up as stars and they do not need to be cleared.
  - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
  - **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.
- **3. Keep Up the Good Work** - Instructors raise this kudo for students who are performing well.
  - **Who can raise the Keep Up the Good Work kudo?** Faculty.
  - **Who clears the Keep Up the Good Work kudo?** Kudos show up as stars and they do not need to be cleared.
  - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
  - **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.
- **4. Outstanding Performance** - Instructors raise this kudo when a student has outstanding academic performance.
  - **Who can raise the Outstanding Performance kudo?** Faculty.
  - **Who clears the Outstanding Performance kudo?** Kudos show up as stars and they do not need to be cleared.
  - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
  - **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.
- **5. You're off to a great start!** - Instructors raise this kudo for students who are performing well in the start of the year.
  - **Who can raise the You're off to a Great Start! kudo?** Faculty.
  - **Who clears the You're off to a Great Start! kudo?** Kudos show up as stars and they do not need to be cleared.
  - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.

- **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.

[For Faculty & Staff: Bengal Success Portal \[BSP\] - FAQ](#)